



Department of Administrative Services State of Georgia Job Description

Chief Learning Officer

Job Code: 30093

Pay Grade: 18

Salary Range: \$45,903 - \$80,546

Job Description, Responsibilities, Standards, and Qualifications

Job Description:

Under general direction, manages the state's procurement training and certification programs. Oversees the development and administration of a comprehensive procurement training curriculum. Establishes, implements, and enforces a certification program for the state's procurement professionals. Supervises staff in State Purchasing's Knowledge Center training and certification section.

Job Responsibilities & Performance Standards:

1. Develops and administers a statewide comprehensive procurement training program that addresses the state's procurement expertise needs.

1. Implements a strategic plan for a comprehensive statewide procurement training program for all procurement personnel.
2. Defines appropriate program goals based on research, needs assessment, and analysis of available resources.
3. Assures that the training programs' design is in compliance with departmental policies and state requirements.
4. Solicits communication, cooperation, and coordination to gather input on internal and external staff training needs and priorities.
5. Establishes and maintains a comprehensive training curriculum.
6. Monitors the development and updating of training manuals and ensures they are delivered in a timely manner.
7. Coordinates and delivers of quality training modules and an overall curriculum using a variety of media.

2. Develops internal and external alliances and partnerships with training providers

1. Manages training contracts with training providers.
2. Negotiates with vendor to develop the most advantageous pricing and contractual arrangements.
3. Manages day-to-day interaction with the vendor according to the terms and conditions of the contract. Takes corrective action with training provider when conditions are not met.
4. Works with the marketing and communications team to ensure the proper communication flow to target audiences on the training and certification programs.
5. Develops strategic alliances and partnerships to further the progress of the training and certification programs.

- 3. Creates a statewide procurement certification program and enforces certification policy guidelines.**
 1. Establishes and maintains a certification program to include testing, grading, and retention of records.
 2. Develops policy and guideline on certification and recertification.
- 4. Identifies and implements effective software systems to facilitate administration of the statewide training and certification programs.**
 1. Establishes criteria for software training records system and provides general oversight to staff in developing and maintaining that system.
 2. Develops guidelines regarding the types of training experience to be recorded.
 3. Establishes procedures for submission and recording of training data.
 4. Monitors maintenance of the records system and oversees the development and distribution of training reports and employee training transcripts.
- 5. Establishes and maintains training dashboard metrics to evaluate effectiveness of learning outcomes and to implement enhancements as needed.**
 1. Defines goals and/or required results for the learning outcomes through the use of performance metrics at the beginning of each period.
 2. Develops and maintains a set of metrics by which the learning outcomes will be measured.
 3. Evaluates program effectiveness by comparing measurable program outcomes to target outcomes.
 4. Identifies program deficiencies and conducts timely research and consultation to determine methods for correction.
 5. Conducts timely and thorough audits, research and consultation to determine desirable program modifications and enhancements. Assists in resolving conflicts and implementing improvements.
 6. Develops reports and ensures accurate program documentation is submitted in accordance with applicable guidelines.
- 6. Develops and administers the procurement training and certification budget.**
 1. Prepares, monitors, and oversees the procurement training budget in accordance with established formats, guidelines, and due dates.
 2. Develops the budget within allowed tolerances in budget categories.
 3. Monitors expenditures to ensure conformity to budget category allowances and identifies potential cost overruns.
- 7. Supervises training and certification staff.**
 1. Recruits and hires staff with appropriate knowledge, skills, and abilities to achieve established goals.
 2. Provides staff with clear performance expectations and objectives.
 3. Tracks and reviews established metrics to evaluate the performance of assigned staff.
 4. Provides ongoing, constructive, and timely performance feedback and coaching to staff to encourage achievement of expectations.
 5. Performs accurate and timely performance evaluations of assigned staff.
 6. Identifies appropriate and cost-effective professional development opportunities for assigned staff.
 7. Initiates the appropriate corrective action when expectations are not met.
- 8. Stays abreast of best-in-class procurement training curriculum and incorporates new techniques into the state's training program as applicable.**
 1. Identifies and attends appropriate related training.
 2. Maintains current, broad knowledge of field by conducting appropriate research of trade journals, internet resources, and communications with peers and other experts as appropriate.

3. Reads and evaluates professional literature on continual basis, translates complex or technical information into a form that can be understood by others, and distributes as appropriate.
 4. Incorporates knowledge of pertinent trends and developments into section policies and procedures and makes recommendations for any related organizational changes.
 5. Stays abreast of proposed legislation, policy, etc., and advises on potential impact in a timely manner.
 6. Develops timely and adequate written directives and instructions on programmatic change and other issues as they relate to training.
 7. Assesses learning technology and service providers to keep current in the best in class training delivery methods and course content.
 8. Oversees updating of training materials with relevant policy changes e.g. changes to the Georgia Procurement Manual.
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Competencies:

1. Goal and Task Management (level 4)

- **Tracks and measures performance against objectives.**
 - Makes structured plan – accomplishes strategic short-term goals.
 - Adjusts goals based on new or additional information.
 - Sets goals above expected level; seeks additional challenges on the job.
 - Keeps personal log/tracking system of goals.
 - Meets and exceeds deadlines through efficient time management.

2. Organizational Awareness (level 4)

- **Forms alliances.**
 - Forms alliances to achieve goals.
 - Uses formal and informal organizational systems to meet objectives.
 - Uses political networks to initiate and cause change.

3. Vision (level 4)

- **Makes connection between influences and vision.**
 - Recognizes relationship between trends and influences and the direction the organization must take.
 - Imagines and communicates unique methods for achieving organizational success.

4. Integrity/Honesty (level 5)

- **Ensures personal and organizational integrity.**
 - Take extraordinary steps to ensure personal and organizational integrity.
 - Impeccable track record of ethical conduct.

5. Written Communication (level 4)

- **Generates compelling written documents.**
 - Adjust words to add effect.
 - Uses one or two formal writing styles appropriate to one's field.

- Writes documents which hold the reader's attention.

6. Negotiation and Influence (level 5)

- **Orchestrates situation to achieve win-win results.**
 - Identifies options and alternatives that are beneficial for all.
 - Considers overall impact and results of negotiations and agreements.
 - Enlists “political allies” to influence situations and people.
 - Targets decision makers; builds support behind the scenes.

7. External Awareness (level 5)

- **Extensive knowledge and insight.**
 - Extensive knowledge and insight into external environment and its impact on the organization.
 - Develops formal procedures for tracking/evaluating trends and influences.
 - Is recognized as the point-of-contact for external items effecting organization.

Minimum Qualifications:

Completion of a Master's degree from an accredited college or university.

AND

Four years experience managing and implementing training programs.

OR

Completion of a four-year degree from an accredited college or university.

AND

Six years experience managing and implementing training programs.

OR

Twelve years experience managing and implementing training programs.

Preferred Qualifications:

Preference will be given to applicants who, in addition to meeting the minimum qualifications, possess one or more of the following:

- Experience in the strategic design and implementation of a custom training program.
- Prior budget responsibility for a large-scale training program.
- Experience developing a blended training program (Web-based, e-learning, instructor-led training, or other computer based training).
- Experience managing all phases of the training project lifecycle including assessment, design, development, delivery, evaluation, and incorporating current technology, strategic communication and change management plans.
- Prior government procurement experience.
- Experience developing a professional certification program.

- Master's degree in business administration (MBA) or Public Administration (MPA) from an accredited college or university.
- Certification as a Certified Professional Public Buyer (CPPB), Certified Public Purchasing Officer (CPPO), Certified Associate Contracts Manager (CACM), Certified Professional Contracts Manager (CPCM), or a Certified Purchasing Manager (CPM).
- Certification as a Certified Professional in Learning and Performance (CPLP).